

**DEPARTMENT OF HUMAN RESOURCES
SENIOR RX PROGRAM
NOTICE OF PRIVACY PRACTICES**

**THIS NOTICE DESCRIBES HOW MEDICAL INFORMATION ABOUT YOU MAY BE USED AND DISCLOSED AND HOW YOU CAN GET ACCESS TO THIS INFORMATION.
(PLEASE REVIEW IT CAREFULLY)**

Your health information is personal and private. The Department of Human Resources Director's Office (DHRDO) Senior Rx Program is required by law to protect the privacy of the information we have about you. We may receive medical information from your doctors (and other health care providers), clinics, labs, and hospitals in order to determine your eligibility. We are required by law to provide you this Notice which explains our legal duties and privacy practices when dealing with your personal health information. DHRDO uses health information about you for administrative purposes. Your health information is in a file that is the physical property of DHRDO.

How DHRDO May Use or Disclose Your Health Information

Treatment - To ensure you receive the treatment or services you need. We may share information we receive about your health and share it with the necessary parties to make sure you get the necessary care. For example, if we make a referral to another agency that provides services, we may furnish information necessary to receive authorization to provide treatment or services. This information becomes part of your file.

Payment-To approve your eligibility so that our fiscal agent may process and pay your prescription claims.

Health Care Operations – To evaluate the performance of our programs; to assess the quality of care and outcomes; to learn how to improve our services; and to determine how to continually improve the quality and effectiveness of the Senior Rx program. For example, your health information may be used or disclose to member of our staff, quality improvement personnel, or others for these purposes.

Business Associates - To people or businesses that provide services to DHRDO and which need the information to perform those services. These people or businesses are Business Associates and DHRDO will have a written agreement with them requiring them to protect any information disclosed by DHRDO.

Personal Representative - To an individual's personal representative if the person is authorized to act on behalf of an individual, or under the law the person is an executor, administrator or other person with authority to act on behalf of a deceased individual. In some cases, adults may have other individuals, such as adult children or guardians, act as personal representatives.

Required by Law - For judicial and administrative proceedings pursuant to legal authority; and to report information related to victims of abuse, neglect or domestic violence.

Public Health – For public health activities such as assisting public health authorities or other legal authorities to prevent or control disease, injury, or disability, or for other health oversight activities.

Research - For research purposes when an institutional review board or privacy board has reviewed the research proposal and established protocols to ensure the privacy of your health information.

Health and Safety – To avert a serious threat to the health or safety of you any other person.

Health-Oversight Agencies – To the U.S. Department of Health and Human Services, the Centers for Medicare and Medicaid Services, or the Office of Civil Rights for oversight authorized by law, including health information privacy violation, fraud and abuse investigations.

Other Uses - Only with your written authorization and you may revoke the authorization except to the extent DHRDO has taken action to disclose your health information based on that authorization.

Your Health Information Rights

You have the right to:

- Request a restriction on certain uses and disclosures of your information; however, DHRDO is not required to agree to a requested restriction;
- Obtain a paper copy of DHRDO's Notice of Privacy Practices upon request;
- Inspect and obtain a copy of your health information maintained by DHRDO;
(NOTE: DHRDO does NOT keep your complete Medical Records. Copies of your complete Medical Record should be requested from your providers.)
- Request that your record be amended or corrected;
- Receive an accounting of disclosures made of your health information; and
- Communications of your health information by alternative means or at alternative locations.

Complaints

You may complain to DHRDO and to the U. S. Department of Health and Human Services, if you believe your privacy rights have been violated. You will not be retaliated against for filing a complaint.

Obligations of DHRDO

DHRDO is required by law to:

- Maintain the privacy of your protected health information;
- Provide notice of its legal duties and privacy practices with respect to your health information;
- Abide by the terms of this Notice of Privacy Practices;
- Accommodate reasonable requests you may make to communicate health information by alternative means or at alternative locations; and
- Notify you DHRDO is unable to agree to a requested restriction on how your information is used or disclosed.

Contact Information

If you have any questions or complaints, please contact us at: Dept of Human Resources Director's Office Senior Rx 505 E. King Street, Room 600 Carson City, NV 89701 Phone: (775) 684-4021 or 1-800-992-0900	Or contact the Dept of Health and Human Services at: Office for Civil Rights U.S. Department of Health and Human Services 50 United Nations Plaza, Room 322 San Francisco, CA 94102 Phone: 1-415-437-8310
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DHRDO reserves the right to change its information practices and to make the new provisions effective for all protected health information it maintains. Revised Notices will be made available to you by mail as well as being posted in our offices and our web site at:
www.nevadaseniorrx.com